

North Carolina Air National Guard

TGIF News

Volume 2003, Issue 14, September 1, 2003

(The Guard is Family)



2003 NATIONAL GUARD BUREAU WORKSHOP AND YOUTH SYMPOSIUM

San Diego became home for our North Carolina Family Readiness Delegates from July 30th to August 3rd. More than 800 Family Readiness volunteers, NGB family program staff, State and Wing Program Coordinators, and many honored guests, speakers, and facilitators.

The National Guard Family Program Workshop and Youth Symposium's theme was Changes, Challenges and Opportunities which was reflected in all breakouts. Such topics as "Our Children: Meeting the Challenges of a New Experience", "Reunion: Are You Ready?"

and "Readiness, Assistance, Supporting: Keeping Up With Change" filled the days. Networking and exchanging ideas with other states made it well worth our commitment to attend. Guest speakers expressed their dedication to the Guard Family and the Readiness Program. Dorothy Ogilvy-Lee, Chief, Family Program, NGB set the tone for the workshop. Her words, "The world has changed dramatically in the past year, and our National Guard continues to excel in meeting the challenges facing our nation and the world. That is why our theme this year, 'The Guard Family - Changes, Challenges, Opportunities', seems most appropriate for these times. Our general sessions, workshops, and chat rooms will both rejuvenate us and prepare us for the ever changing road ahead. Our third annual youth symposium will focus on 'Building Connections' to fully connect our Guard family youth nationwide."

We all have a key role to play in the success of our family program. You all have skills and resources that can make a difference in your unit's family readiness programs. Take every opportunity to learn from each other, you have solutions for each other. The North Carolina Air National Guard has many dedicated people, both volunteers and service members in it's Family Program. We do not know what the future holds, however, we do know that Family Readiness will play a primary role in successful mission accomplishments. At the workshop, Lieutenant General H Steven Blum, Chief, NGB, Lieutenant General Roger C. Schultz, and Lieutenant General Daniel James III spoke with conviction and expertise on the changes and conditions of our Guard Family. Our future is bright.

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FAMILIES CAN OVERCOME STRESS FROM SEPARATION

By Lt. Col. Gregory Ditzler, 90th Security Forces Squadron commander For *Air Force News*
F.E. WARREN AIR FORCE BASE, Wyo. (AFPN)—

The global-reach capability of the Expeditionary Air Force is an exciting change to our Air Force culture. However, with EAF comes separation from home and family. As a commander, the results of that painful separation are all too clear when my first sergeant and I assist families in coping with separation-related problems. The Air Force has increased its focus on family support over the years, but separation causes unique problems within the family that only the family members themselves can overcome.

Here are some tips to combat separation problems:

- Realize that before the deployment begins, stress and anxiety will build.
- Take time as a family to plan how you'll maintain communication during the separation.
- Build a reliable family support net consisting of squadron and local community contacts, relatives and friends.
- Discuss known future events that will occur in the family during the separation (such as major purchases, birthdays), so some joint decisions can be made face-to-face in advance.
- Assure one another of the confidence you share in the relationship and the strength the family possesses to overcome challenges.

Communicate before and during a TDY or remote. Communication is key to maintaining a strong and peaceful relationship during the time apart. My wife doesn't mind me sharing that our first big argument in our marriage occurred when I was half way around the world starting a remote tour. We were married only three months, and I was busy feeling sorry for myself. I got really upset at her over a trivial matter — what a wasted morale call that was.

Looking back, I should have realized my young wife was also going through a difficult period being on her own for the first time. Keep your phone calls positive at all costs. You might need to discuss difficult subjects, but remember each of you will review negative words many times after you hang up. E-mail is a great tool to keep each other updated, so consider investing in a home computer and possibly a laptop for the deploying member. Some deploying members have even purchased video capability for their personal computers.

Videotapes are a great way to share birthday parties and your baby's first steps. Regular mail, while slow, delivers valued greeting cards and treats from home. I still have my daughters' drawings that decorated my area while far from home. There is no substitute for the good old love letter.

Communicate after a TDY or remote, too. Homecomings can create lifelong memories. However, remember real-life homecomings don't necessarily look or feel like those in the movies. Realize family and friends change and the member has as well, so build in plenty of time to adjust to one another.

Routines at home may have changed in the military member's absence, so allow time to adjust. Understand your spouse may have increased his or her sense of independence during your TDY, but this doesn't mean the returning military member isn't needed or important. It's important to understand that military family members serve the Air Force as well and make sacrifices to keep our country free. So let's keep the family strong, while keeping the nation strong.

MENTOR, Talking to Kids About War

http://www.mentoring.org/explaining_to_kids/kids_war/index.adp?Entry=email

Explaining War to Kids

As the media continues to report on White House efforts of making its case for war against Iraq, parents should be in arms length of their children. With a constant reminder of a possible war and terrorist attacks, children will be asking questions, expressing their fears and concerns. That is why it is more important for parents to be prepared to answer any questions that may arise. So it is important for all adults to be able to help children understand and cope with the tragedy.

We have collected a selection of resources that may be helpful for parents, mentors and other caregivers to respond:

- [Terrorism and Children](#) (for all ages)
- [Reading Resources for Kids](#)
- [General sites on coping with trauma](#)

Helpful Websites for Deployed Military and Families

Check out these free Internet resources that may contain useful information for deployed military members and their families.

<http://www.daads.com> <http://www.daads.com>

<http://www.momsovermiles.com> <http://www.momsovermiles.com>

For parents of exceptional children <http://www.eparent.com>

Student Loan Relief for U.S. Troops

by Brian Aguilar, August 20, 2003

Washington, D.C. — President Bush signed legislation on Monday that will provide student-loan relief to U.S. troops on active duty.

The “HEROES bill” or Higher Education Relief Opportunities for Students Act was sponsored by freshman U.S. Rep. John Kline (R-Minnesota). It is the Republican’s first bill to pass since he joined Congress in January. ”By bringing a little more peace of mind to student soldiers, we are doing our part to protect them as they protect us,” Kline said.

Besides excusing military personnel from their student loan obligations while on active duty, the new measure will force colleges and universities to refund tuition and fees paid for courses gone uncompleted due to military call-ups, and will make it easier for students returning from military service to re-enroll for classes.

The bill’s passage comes at an opportune time for the Bush Administration, desperately trying to rebuild a weakened relationship with American troops after the DoD disclosed [plans to cut combat pay](http://www.military.com/NewsContent?file=FL_pay_081503) <http://www.military.com/NewsContent?file=FL_pay_081503> last week.

The plans have since been dropped and a [pay extension](http://www.military.com/NewsContent?file=usa1_081803) <http://www.military.com/NewsContent?file=usa1_081803> for U.S. troops is now being supported by the administration.

Red Cross Solicits Donations for Walter Reed Patients

By Donna Miles, American Forces Press Service

WASHINGTON, Sept. 3, 2003 – The American Red Cross office at Walter Reed Army Medical Center here is seeking donations for patients being treated at the facility for injuries received during Operations Iraqi Freedom, Enduring Freedom and Noble Eagle.

The three operations represent U.S. military action in Iraq and Afghanistan, as well as homeland defense and civil support activities in the United States in support of the war against terrorism.

Barbara Green, Red Cross station manager at Walter Reed, said the 123 such patients who are hospitalized or undergoing outpatient treatment at the facility have the basics they need, but could use a few things to make their hospital stays more comfortable.

“We’re especially in need of items like telephone cards so they’re able to call home, luggage that rolls on wheels, and comfortable clothing that they can wear to make them as comfortable as possible when they’re undergoing physical therapy and other treatment,” she said.

The most-needed clothing items, Green said, are new men’s and women’s clothing in all sizes, particularly T-shirts, shorts, sweatpants, sweatshirts, athletic socks, men’s briefs and boxer underwear, and women’s sports bras. Also on the Red Cross wish list are shower shoes and boxes of note cards with stamps. No food goods are requested.

Green said patients are “ecstatic” when they receive the gifts, presented by Red Cross volunteers in a gift kit that includes a phone card, prepackaged snacks, letters sent from the public, and personal hygiene items donated by the Red Cross. “Our volunteers make it clear that the donations are from the American public — a way of saying ‘thank you’ for their service,” she said.

To participate in the drive, mail donations to: American Red Cross, Walter Reed Army Medical Center, 6900 Georgia Avenue NW, Washington, DC 20307.

ESGR Briefings For Deploying Reserve And National Guard Personnel

The Employer Support of the Guard and Reserve (ESGR) now has a Forward Briefing Program given to Reserve and National Guard personnel prior to departing for Southwest Asia. ESGR objectives are to provide a means of early detection and preemption of potential USERRA concerns, identify employers for recognition with a “My Boss is a Patriot” award, and to capture and forward photos (with consent and release authorization) of Reserve Component members for publication by Hometown News Service under the ESGR “Heroes Among Us” Program. For more information about the programs, contact Tom Bullock, Public Relations Manager, National Committee for Employer Support of the Guard and Reserve. Phone 800-336-4590 x537 or by email at tom.bullock@osd.mil

Blood Still Needed to Support Servicemembers in Need

Though major hostilities have ended in Iraq, blood is still needed to support those who remain and those engaged in Operation Enduring Freedom. In addition to supporting the needs of military members and their families at home, the Armed Services Blood Program (ASBP) is responsible for supplying blood to soldiers, sailors, airmen and marines deployed worldwide.

Having enough blood in forward areas can make the difference between life and death for those injured in the line of duty. The ASBP needs continuing donor support to make sure the men and women who serve receive the best care possible. Some confusion exists over who is able to donate. While many who have been in Europe for extended periods of time are currently not eligible to donate due to concerns about transmission of variant Creutzfeldt-Jacob Disease, travel to Europe for shorter periods of time doesn’t necessarily exclude a person from donating. Information explaining donor eligibility is available on the ASBP Web site http://www.tricare.osd.mil/asbpo/donor_info/deferral.htm

Those with additional questions about eligibility should contact their local blood donor center. An online directory of blood donor centers is available at http://www.tricare.osd.mil/asbpo/donor_info/donor_centers.htm

While all blood types are needed every day, Type O blood continues to be in high demand. ASBP officials explain that Type O blood is sent to forward areas because it can be given to anyone in an emergency. Once tests can be run to confirm their blood type, injured servicemembers will receive blood that matches their specific type.

SOURCE: Armed Services Blood Program web site at <http://www.tricare.osd.mil/asbpo/index.htm>

TRICARE
Important
Telephone Numbers

TRICARE FOR LIFE
1-888-363-5433

PHARMACY
1-877-363-6337

**NATIONAL MAIL
ORDER PHARMACY**
1-800-903-4680

**TRICARE
PRIME REMOTE**
1-800-931-9501

TRICARE DENTAL
1-888-622-2256 (Enrollment)
1-800-866-8499 (Information)

**REGION 1
NORTH EAST**
1-888-999-5195

**REGION 2
MID - ATLANTIC**
1-800-931-9501

**REGION 3
SOUTHEAST**
1-800-444-5445

**REGION 4
GULF SOUTH**
1-800-444-5445

**REGION 5
HEARTLAND**
1-800-941-4501

**REGION 6
SOUTHWEST**
1-800-406-2832

**REGION 7/8
CENTRAL**
1-888-874-9378

**REGION 9
SOUTHERN CALIFORNIA**
1-800-242-6788

**REGION 10
GOLDEN GATE**
1-800-242-6788

**REGION 11
NORTHWEST**
1-800-404-2042

ALASKA & HAWAII
1-800-242-6788



**DEPARTMENT OF THE AIR FORCE
AIR NATIONAL GUARD**

SG Letter 03-043

4 September 2003

MEMORANDUM FOR ALL WING/CCs, MDS/CCs AND AES/CCs

FROM: ANG/SG
3500 Fetchet Ave
Andrews AFB, MD 29762-5157

SUBJECT: TRICARE Prime and TRICARE Prime Remote Enrollment

Enrolling in TRICARE Prime is mandatory for all guardsmen on-order greater than 30-days. Once enrolled, a Primary Care Manager (PCM) will be assigned. Enrollment to a PCM is the cornerstone of high quality, prevention-oriented, coordinated health care, and represents the best means for meeting our patients' needs.

For eligible family members, enrolling in TRICARE Prime/TRICARE Prime Remote for Active Duty Family Members is optional. Family members can choose to use the TRICARE healthcare system and/or their other health insurance. However, if they chose TRICARE Prime, enrollment is required. TRICARE Standard and Extra are optional and do not require enrollment.

Because TRICARE eligibility depends on the accuracy of the Defense Enrollment Eligibility Reporting System (DEERS), it is important to update your record when your eligibility and personal information changes. This includes changes that impact the sponsor and/or family member (marriage, divorce, birth, adoption, etc.). DEERS web-site address is: <http://www.dmdc.osd.mil/rsl/>

The point of contact for this issue is MSgt Denise Hubbell, (301) 836-8549, DSN 278-8549, Denise.Hubbell@ang.af.mil.

This memorandum will expire in 2 years from date of publication unless sooner rescinded or superseded.

RANDALL M. FALK, MD, MPH
Colonel, USAF, MC, CFS
The Air Surgeon
Director, Medical Services, ANG



Fact sheets cover varied TRICARE topics

Release No. 8-01-03, Aug. 4, 2003

A series of fact sheets have been written to help anyone who needs detailed information on particular TRICARE topics. Beneficiaries, beneficiary counseling and assistance coordinators, customer service representatives and others responsible for explaining or understanding TRICARE are encouraged to print out and save all the Fact Sheets to assist with questions or issues at hand, or to use for future reference. All of the Fact Sheets reflect the most current information, and print versions are available at the bottom of each fact sheet. TRICARE Fact Sheets covering the following topics are currently available at <http://www.tricare.osd.mil/factsheets/index.cfm?fx=show>

Appeals	Chiropractic Care Program
Defense Enrollment Eligibility Reporting System (DEERS)	Dual-Eligibility
Eligibility	FEHBP Demonstration Project
Health Insurance Portability and Accountability Act (HIPAA)	
How TRICARE Changes When a Military Sponsor Retires or Dies	
Maternity Care	Next Generation of TRICARE Contracts
Pharmacy Program	Point-of-Service Option
Portability	Privacy Practices
Regional Managed Care Support Contractors	Reserve Component
Transitional Health Care Benefits	Travel Reimbursement
TRICARE Basics	TRICARE Dental Program
TRICARE Dental Program Overseas	TRICARE For Life
TRICARE Online	TRICARE Overseas Program
TRICARE Plus	TRICARE Prime Remote
TRICARE Reserve Family Demonstration Project	TRICARE Retiree Dental Program
TRICARE Standard	Uniformed Services Family Health Plan
Women, Infants, and Children (WIC) Overseas Program	

DEERS Verification Changes for Unremarried Former Spouses

No. 03-16, August 19, 2003

The Social Security number (SSN) used to verify TRICARE eligibility in the Defense Enrollment Eligibility Reporting System (DEERS) for unremarried former spouses is changing. Starting Oct. 1, 2003, DEERS will reflect TRICARE eligibility for these beneficiaries using the unremarried former spouse's own SSN and not the former sponsor's. Health care information will be filed under the unremarried former spouse's own SSN and name. These beneficiaries will now use their own name and SSN to schedule medical appointments and to file TRICARE claims. The current Uniformed Services Identification and Privilege Card, DD Form 1173, held by the unremarried former spouse is still valid until it expires. Upon renewal, the unremarried former spouse will be issued a replacement Department of Defense/Uniformed Services Identification and Privilege Card, DD Form 2765.

The Defense Manpower Data Center Support Office is sending a letter to all beneficiaries affected by this change. The letter explains the new DEERS eligibility verification procedures and serves as official notification from DoD regarding this change. The letter does not, however, provide proof of continued eligibility for TRICARE health care benefits.

After Oct. 1, 2003, unremarried former spouses may contact or visit the nearest identification card issuing facility (locations may be found online at <http://www.dmdc.osd.mil/rsi>) for questions or assistance. Unremarried former spouses should always keep their DEERS information current and up-to-date. For questions regarding their medical records, they should contact the Military Treatment Facility and medical records department where their DoD medical records are stored. SOURCE: TRICARE News Release at <http://www.tricare.osd.mil>

Family Readiness Air Guard Expanded Executive Council

Fisk Outwater - Chairman
Kathleen Flaherty
Terry Henderson
Janice Richardson
Deborah Dunlap - Recognition Committee
Martha Pasour - Youth Committee
Sarah Spivey - Youth Committee

Family Readiness office telephone numbers

" 1-800-354-6943 Ext. 4949

" Cell Phone: 980-721-4019

– DSN: 231-4239

The fastest way to get in touch with FR is now through the cell phone or pager, someone will answer or get back in touch with you as quickly as possible

Emergency contact calls:

" Pager: 1-800-250-4181

*Uniting Our Air Guard
One Family at a Time*



Family Readiness
5225 Morris Field Drive
Charlotte, NC 28208

Phone: 1-800-354-6943 Ext 4949
Cell Phone: 980-721-4019

WE'RE ON THE WEB!
www.ncchar.ang.af.mil

Family Readiness

Charter

Develop a program to provide information, on-going education, and assistance to families, members, and leadership aimed at preparing military members and their families for National Guard Military Life

Mission

Educate, Support, Assist, Communicate, Collaborate, and Sustain